AMENDMENTS TO THE ABSTRACT:

Please delete the abstract in its entirety and substitute in its place the new abstract

attached hereto on a separate page.

ABSTRACT

A communications service provision support system supports multiple different types of services during a service session. The system when in use comprises a session manager which performs functions generic to each of the multiple different types of services during service sessions. For each of the multiple types of services, the session manager is arranged during a service session to generate event messages indicating at least one discrete change which has just occurred in the session-related status of individual users of the system without any historical data, and to transmit the event messages to an event handler for processing.